

BEAVERTON POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 10.05.00
SUBJECT: ASSISTANCE AND SERVICE TO VICTIMS AND WITNESSES OF CRIME
EFFECTIVE: OCTOBER 11, 2007
REVIEW: OCTOBER 2010, 2013, 2016, 2019, 2022

1. PURPOSE. To establish clear procedures, protocols and actions for how department members will relate to, as well as how to provide assistance and services to victims and witnesses of crime.

2. POLICY. All victims and witnesses will be treated by department members with compassion, one of our core values, as well as fairness, dignity and respect. It is recognized that many victims and witnesses will be under emotional stress and may not relate well to police personnel. With that in mind, members will, at the earliest possible point, provide assistance to victims and witnesses, including referral to any and all of the available resources that may help them. Lack of information concerning a case is one of the greatest sources of dissatisfaction among victims of crimes and their families. Assistance includes timely follow-up and returned phone calls when required.

Officers will receive on-going training concerning response to victims and witnesses, including, but not limited to: active listening, information delivery and other communication skills. Officers will also be provided training and the necessary resource materials to provide needed services to victims and witnesses.

3. INITIAL VICTIM/WITNESS CONTACTS. Any member that has contact, whether in person or by telephone, with a person reasonably believed to be a victim or witness of a crime will treat that person with compassion and empathy. Members must always be aware that this may be the most traumatic event to occur in this person's life. What is said and done by a department member at this critical point may either positively or negatively affect a victim or witness.

4. "CRIME VICTIMS' BILL OF RIGHTS." Officers will become familiar with and adhere to the applicable requirements known as the "Crime Victims' Bill Of Rights." ORS Chapter 147 defines various services and notifications that are to be provided to victims. ORS 147.417 requires officers to provide victims of crimes with notice of their Oregon constitutional rights. Officers who reasonably believe that a person has been a victim of a crime will provide appropriate victims' rights notice by issuing and explaining the department issued victims' rights card.

5. DOMESTIC VIOLENCE. ORS 133.055 (3) requires that domestic violence victims are provided written notice of their specific rights. For crimes related to domestic violence, victims will

be provided their notice by issuing and explaining the department issued victims' rights card and the Domestic Violence Resource Card.

- A. Officers shall provide victims/survivors of domestic violence or abuse with the appropriate referral to the Domestic Violence Resource Center (DVRC) as listed on the department issued victims' rights card. Refer to General Order 10.05.01 for specific guidelines on domestic violence incidents.

6. **SEXUAL CRIMES.** If applicable, a Rape Victim Advocate (RVA) will be requested to assist victims of sexual crime. The request should be made as soon as logistically possible.

- A. Depending on the type of sexual crime and the age of the survivor, several resources are available to assist the victim. Officers will initially refer the victim to the Sexual Assault Resource Center (SARC). Refer to General Order 10.05.04 for specific guidelines related to sexual assault investigations.

7. **STALKING / RESTRAINING ORDER CRIMES.**

- A. Stalking is an intricate part of domestic violence. A high percentage of domestic homicides involve a stalking episode within twelve (12) months prior to the attack.
- B. Stalking orders can only be issued by police officers or through a retained attorney. Officers investigating incidents of stalking shall provide survivors of these crimes with the appropriate referral for advocacy and counseling to the Washington County Center for Victims' Services as listed on the department issued victims' rights card.
- D. Officers investigating incidents of restraining order violations will provide survivors of these crimes with the appropriate referral to the Domestic Violence Resource Center (DVRC) as listed on the department issued victims' rights card. Refer to General Order 10.05.01 for more specific guidelines on restraining orders.

8. **SUPERVISION.** Supervisors will monitor officer performance concerning response to victims to ensure that we are delivering the appropriate service level. Supervisors who review reports must look for documentation of appropriate victim response. Necessary follow-up contacts/investigations will be assigned by the reviewing supervisor. Briefing reminders and discussions involving special or challenging cases should occur on a regular basis.

Chief of Police

Date